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ABSTRACT

This fact sheet summarizes responses by 49 states (Massachusetts did not respond) to the General Accounting Office questionnaire on state efforts to integrate human services programs. The questionnaire focused on low income families. Responses to the questionnaire indicate the following: (1) 23 states have integrated all their service delivery units for the three major benefit programs: Aid to Families with Dependent Children, Medicaid for the Categorically Needy; and Food Stamps; (2) 48 states would like to achieve more service integration; (3) 30 states have started at least one service integration demonstration project since October 1, 1983; (4) 14 states have considered legislation related to service integration since January 1, 1985; (5) among the most frequent obstacles to integration of services are the number of regulations applying to the programs, and the fact that different programs use different financial eligibility requirements; (6) coordination among state officials is greater at the program level than at higher levels; and (7) the three reasons most often given by states for eligible families not receiving benefits are transportation difficulties, lack of local outreach services, and insufficient funds for limited-funding programs. The fact sheet presents state responses to the questionnaire in statistical form. Appendices include program descriptions, state questionnaire results for obstacle factors, and state questionnaire results for state and local actions. (PS)

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United States General Accounting Office

GAO

Fact Sheet for Congressional Requesters

July 1987

ED288918

WELFARE SIMPLIFICATION

States' Views on Coordinating Services for Low-Income Families

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GAO

United States
General Accounting Office
Washington, D.C. 20548

Human Resources Division

B-222701

July 29, 1987

The Honorable Mickey Leland, Chairman
The Honorable Marge Roukema, Ranking
Minority Member
Select Committee on Hunger
House of Representatives

The Honorable Thomas J. Downey, Acting Chairman
The Honorable Hank Brown, Ranking Minority Member
Subcommittee on Public Assistance
and Unemployment Compensation
Committee on Ways and Means
House of Representatives

The Honorable Leon E. Panetta, Chairman
The Honorable Bill Emerson, Ranking Minority Member
Subcommittee on Domestic Marketing,
Consumer Relations, and Nutrition
Committee on Agriculture
House of Representatives

As requested by your offices in November 1985, GAO has reviewed efforts to integrate human services programs--a concept often referred to as "one-stop shopping." This report is GAO's fourth in response to the Committees' request. Previously, we issued reports on eligibility and benefit factors of needs-based programs (GAO/HRD-86-107FS, July 9, 1986), demonstration projects to coordinate services for low-income families (GAO/HRD-86-124FS, Aug. 29, 1986), and a preliminary summary of 32 states' responses to selected questions in a questionnaire we sent to the 50 states for their views on service integration (GAO/HRD-87-6FS, Oct. 30, 1986).

This fact sheet summarizes responses by 49 states to our questionnaire. (Despite several follow-up requests, Massachusetts did not respond.) We did not validate the information the states provided, but did contact some states to clarify information provided. We also mailed a questionnaire on service integration to three federal departments--Agriculture, Health and Human Services, and Housing and Urban Development. We did not receive full responses in time for inclusion in this report.

SERVICE INTEGRATION

As in our previous reports, we use the following broad definition of service integration: the unifying of benefits and/or services to (1) allow access to and use of benefits by all clients, (2) improve effectiveness of service delivery, and (3) achieve efficient use of human service resources. Service integration may include a variety of activities, either individually or in combination. For example, at the service delivery level, service integration may involve providing a common resource directory of available benefits from two or more programs, delivering benefits from two or more programs in one location, and using a single form to apply for benefits from more than one program.

FOCUS OF QUESTIONNAIRE

After discussions with your offices, we agreed to focus our work on low-income families--defined as families with children whose members live together and are eligible to receive benefits from at least one of the following six programs: Aid to Families with Dependent Children, Emergency Assistance to Needy Families with Children, Medicaid, Food Stamp, Low-Income Energy Assistance, and Lower Income Housing (section 8). (See app. I for program descriptions.)

Our questionnaire matched the six programs with each other and asked the states to indicate for each pair of programs whether their service delivery units offer the following types of service integration: (1) collocation of services, (2) coapplication for services, (3) coeligibility determination for services, and (4) a single case manager for services. (See p. 7 for definitions of these terms.)

Also, we asked the states about the extent to which they would like to achieve more service integration, any service integration demonstration projects begun since October 1983, recent service integration legislation their state legislatures have considered, and favorable outcomes that could result from more service integration. We also asked about (1) potential obstacles to achieving service integration, (2) actions that might help states' efforts to increase service integration, (3) states' plans to increase integration, (4) the extent to which state officials coordinate to achieve service integration, and (5) whether federal agencies have encouraged integration. Finally, we asked for possible reasons eligible families may not be receiving benefits to determine whether such reasons might be related to a lack of service integration.

STATES' RESPONSES

A synopsis of the information based on the 49 states' responses follows.

-- Twenty-three states have integrated all their service delivery units for the three major benefit programs--Aid to Families With Dependent Children, Medicaid for the Categorically Needy (those receiving cash assistance), and Food Stamp--by the four types of integration listed above. For each pairing of these three programs and the Medicaid program for the Medically Needy and Emergency Assistance programs, (1) at least three-fourths of the states reported that they had fully collocated services; and (2) except for two pairings, most of the states reported full integration by coapplication, coeligibility determinations, and single case managers. The states indicated that the Low Income Energy Assistance program is integrated with the other programs to a much lesser extent and that the section 8 housing program is rarely integrated. (See pp. 7 to 18.)

-- Forty-eight states would like to achieve more service integration, most to a very great or great extent. (See pp. 19 and 20.)

-- Thirty states have started at least one service integration demonstration project since October 1, 1983. (See pp. 21 and 22.)

-- Fourteen states have considered legislation related to service integration since January 1, 1985. (See pp. 21 and 22.)

-- Nearly all of the states indicated that certain favorable outcomes could result from more service integration. For example, 48 states indicated that client use of benefits could increase, and 41 indicated that state administrative costs would decrease. (See pp. 23 and 24.)

-- Of 34 possible obstacles at federal, state, or local government levels to service integration, most states indicated that 25 were obstacles to a very great or great extent at the federal level, 1 at the state level, and none at the local level. Among the most frequently cited obstacles were: (1) Many regulations apply to programs, and (2) different programs use different financial eligibility requirements. (See pp. 25 to 38.)

-- Of 36 actions that could be taken by various government levels to help service integration, most states indicated that 35 at the federal level and 8 at the state level would help efforts to increase service integration to a very great or great extent. They indicated that, at the local level, none of the actions would be helpful to a comparable extent. (See pp. 39 to 52.)

-- Twenty states indicated they plan to increase their integration of programs, and 18 said they plan to increase the number of service delivery units offering integrated services. (See pp. 53 and 54.)

-- The states indicated that coordination among state officials is greater at the program level (where benefits are provided) than at higher levels. (See pp. 55 and 56.)

-- Most states indicated that the Departments of Agriculture and Health and Human Services, which are responsible for five of the six programs in our survey, already have encouraged or in the future will encourage service integration at least to some extent. Few states indicated, however, that these departments have encouraged or will encourage service integration to a great extent. Further, only two states indicated that the Department of Housing and Urban Development, responsible for the sixth program, has encouraged or will encourage integration beyond a moderate extent. (See pp. 57 and 58.)

-- The three reasons most often given by states that eligible families may not receive benefits were (1) transportation difficulties (40 states), (2) lack of local outreach services (35 states), and (3) insufficient funds for limited-funding programs (e.g., section 8 Housing (35 states). (See pp. 59 and 60.)

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As agreed with your offices, unless you publicly announce its contents earlier, we plan no further distribution of this fact sheet until 10 days after its issue date. At that time, we will

send copies to the federal departments involved, the 50 states, and other interested parties and make copies available to others upon request.

Should you need further information on the contents of this fact sheet, please call me on 275-6193.

Joseph F. Delfico
Senior Associate Director

Contents

		Page
LETTER		
	WELFARE SIMPLIFICATION: STATES' VIEWS ON COORDINATING SERVICES FOR LOW-INCOME FAMILIES	7
	Programs and Extent of Service Integration	7
	Extent States Would Like to Achieve More Service Integration	19
	Recent State Service Integration Projects and State Legislation Considered	21
	Outcomes States Believe Could Result From More Service Integration	23
	Obstacles to Service Integration	25
	Actions to Increase Service Integration	39
	State Plans to Increase Service Integration	53
	Extent State Officials Coordinate	55
	Extent Federal Agencies Have Encouraged and Will Encourage Service Integration	57
	Reasons Low-Income Families Eligible for Program Benefits May Not Be Receiving Them	59
APPENDIX		
I	Program Descriptions	61
II	State Questionnaire Results: State and Local Obstacle Factors	68
III	State Questionnaire Results: State and Local Actions	81

ABBREVIATIONS

AFDC	Aid to Families with Dependent Children
EA	Emergency Assistance to Needy Families with Children
LIEA	Low-Income Energy Assistance
Medicaid/CN	Medicaid/Categorically Needy
Medicaid/MN	Medicaid/Medically Needy

WELFARE SIMPLIFICATION: STATES' VIEWS ON COORDINATING SERVICES FOR LOW-INCOME FAMILIES

PROGRAMS AND EXTENT OF SERVICE INTEGRATION

We focused our questionnaire on six programs: Aid to Families with Dependent Children (AFDC), Food Stamp, Emergency Assistance to Needy Families with Children (EA), Low-Income Energy Assistance (LIEA), Lower Income Housing (section 8), and Medicaid. The latter program has two parts, Categorically Needy (CN) and Medically Needy (MN). (See app. I for program descriptions.)

We matched the six programs with each other and arrayed the following four types of service integration that could be offered by the service delivery units of each pair of programs.

1. Collocation of services--Assistance from two or more programs provided in one location. In the questionnaire, we defined one location as a distance between two points no more than one city block apart.

2. Coapplication for service--Assistance from two or more programs applied for using a single application form. Although a single form is used, some questions may apply to all programs, while others may relate to specific programs with unique requirements.

3. Coeligibility determination for services--Applicants have eligibility determined for two or more programs using the same process/procedure. In some instances, this may involve determining eligibility using the same process/procedure to review application forms for several programs having different eligibility requirements.

4. Single case manager for services--When applying for two or more benefits, an applicant deals with one case manager from the beginning of the application process through provision or denial of benefits.

For each pair of programs, we asked the states to indicate how many of the service delivery units in their state currently offer each type of service integration. We defined a service delivery unit as the physical location where potential recipients may apply for and/or receive benefits.

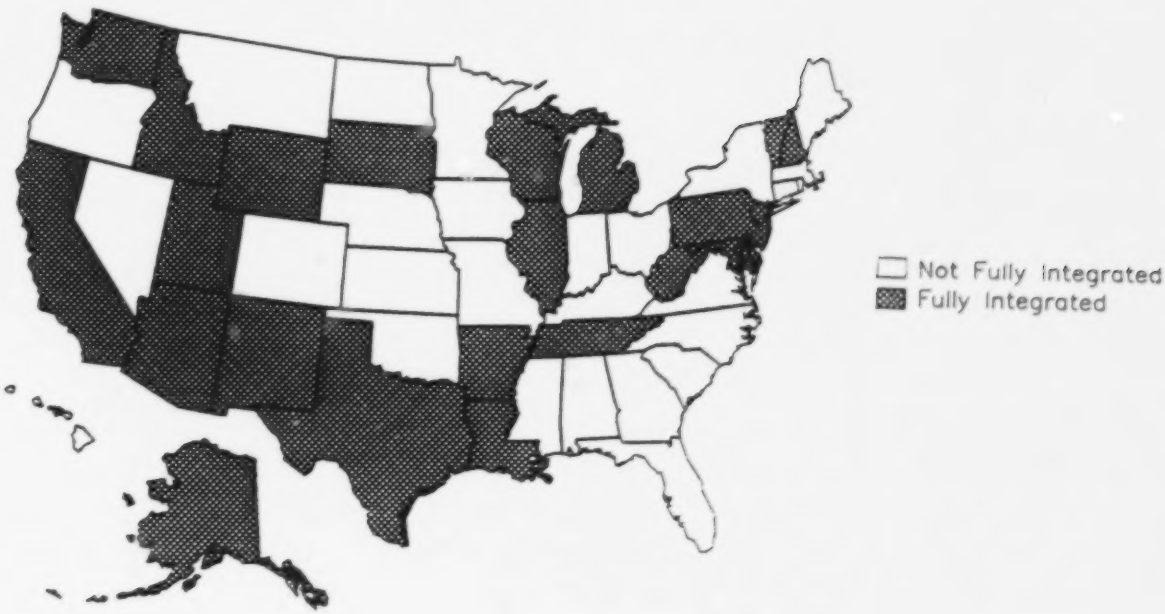
We considered paired programs fully integrated by a type of service integration if all of the state's service delivery units for each paired program offer the type of service integration. In some states, the number of delivery units differ by program. For example, Hawaii has 43 Food Stamp delivery units and 34 AFDC delivery units. Hawaii has collocated services for both programs at the 34 common points of delivery. We do not consider the two programs fully collocated, however, because nine Food Stamp delivery units provide no AFDC services.

Figure 1 and tables 1 through 4 show the integration reported by the 49 states among 5 programs. We excluded the section 8 Housing program from figure 1 and the tables because the states reported that the program is rarely integrated with the other programs.

States fully integrated among AFDC, Medicaid/Categorically Needy, and Food Stamp

As shown in figure 1, 23 states reported that all of their service delivery units for the three major benefit programs--AFDC, Medicaid/Categorically Needy, and Food Stamp--are integrated by the four types of service integration.

Figure 1: States With Fully Integrated AFDC, Medicaid/CN, and Food Stamp programs (1986)



Collocation of services

For each pairing of the AFDC, Medicaid/Categorically Needy, Food Stamp, Medicaid/Medically Needy, and Emergency Assistance to Needy Families with Children programs with each other, at least three-fourths of the states reported that all of their service delivery units are integrated by collocation of services. The states reported that the Low-Income Energy Assistance program is collocated with the other programs to a much lesser extent.

TABLE 1:

Program	Number of states fully or partially integrated by collocation of services									
	LIEA		EA[1]		Medicaid/ MN[2, 4]		Medicaid/ CN		Food Stamp	
	F	P	F	P	F	P	F	P	F	P
AFDC	18	13	21	3	29	7	46	3	43	6
Food Stamp	17	13	20	4	28	8	41	8	--	--
Medicaid/CN	18	10	21	3	31	4	--	--	--	--
Medicaid/MN[2]	14	10	16[3]	5	--	--	--	--	--	--
EA[1]	9	8	--	--	--	--	--	--	--	--

Note:

F--Fully integrated
P--Partially integrated

[1]Only 24 states participate in the EA program.

[2]Only 36 states participate in the Medicaid/MN program.

[3]Only 21 states participate in both the EA and Medicaid/MN programs.

4An AFDC recipient also qualifies for Medicaid/CN benefits and, therefore, would not need Medicaid/MN benefits. Nevertheless, we paired Medicaid/MN with both AFDC and Medicaid/CN to determine the extent to which the states integrated the program at delivery units.

Coapplication for services

For each pairing of the AFDC, Medicaid/Categorically Needy, Food Stamp, Medicaid/Medically Needy, and Emergency Assistance to Needy Families with Children programs with each other (except the Food Stamp pairing with Emergency Assistance to Needy Families with Children), most of the states reported that all of their service delivery units are integrated by coapplication for services. The states reported that the Low-Income Energy Assistance program is integrated by coapplication for services with the other programs to a much lesser extent.

Table 2:

Program	Number of states fully or partially integrated by coapplication for services									
	LIEA		EA[1]		Medicaid/ MN[2,4]		Medicaid CN		Food Stamp	
	F	P	F	P	F	P	F	P	F	P
AFDC	10	3	15	1	25	5	42	2	35	6
Food Stamp	9	3	10	2	19	6	30	7	--	--
Medicaid/CN	8	4	13	1	27	4	--	--	--	--
Medicaid/MN[2]	6	6	11[3]	4	--	--	--	--	--	--
EA[1]	3	3	--	--	--	--	--	--	--	--

Note:

F--Fully integrated

P--Partially integrated

1Only 24 states participate in the EA program.

2Only 36 states participate in the Medicaid/MN program.

3Only 21 states participate in both the EA Medicaid/MN programs.

4An AFDC recipient also qualifies for Medicaid/CN benefits and, therefore, would not need Medicaid/MN benefits. Nevertheless, we paired Medicaid/MN with both AFDC and Medicaid/CN to determine the extent to which the states integrated the program at delivery units.

Coeligibility determination for services

For each pairing of the AFDC, Medicaid/Categorically Needy, Food Stamp, Medicaid/Medically Needy, and Emergency Assistance to Needy Families with Children programs with each other, most of the states reported that all of their service delivery units are integrated by coeligibility determination for services. The states reported that the Low-Income Energy Assistance program is integrated by coeligibilty determination for services with the other programs to a much lesser extent.

Table 3:

Program	Number of states fully or partially integrated by coeligibility determination for services									
	LIEA		EA[1]		Medicaid/ MN[2,4]		Medicaid CN		Food Stamp	
	F	P	F	P	F	P	F	P	F	P
AFDC	12	5	15	1	24	4	41	3	34	6
Food Stamp	11	5	13	1	20	6	30	7	--	--
Medicaid/CN	10	4	14	1	26	3	--	--	--	--
Medicaid/MN[2]	8	3	12[3]	3	--	--	--	--	--	--
EA[1]	4	3	--	--	--	--	--	--	--	--

Note:

F--Fully integrated

P--Partially integrated

[1]Only 24 states participate in the EA program.

[2]Only 36 states participate in the Medicaid/MN program.

[3]Only 21 states participate in both the EA and Medicaid/MN programs.

[4]An AFDC recipient also qualifies for Medicaid/CN benefits and, therefore, would not need Medicaid/MN benefits. Nevertheless, we paired Medicaid/MN with both AFDC and Medicaid/CN to determine the extent to which the states integrated the program at delivery units.

Single case manager for services

For each pairing of the AFDC, Medicaid/Categorically Needy, Food Stamp, Medicaid/Medically Needy, and Emergency Assistance to Needy Families with Children programs with each other (except the Food Stamp pairing with Medicaid/Medically Needy), most of the states reported that all of their service delivery units are integrated by a single case manager for services. The states reported that use of a single case manager between the Low-Income Energy Assistance program and the other programs is very limited.

Table 4:

Program	Number of states fully or partially integrated by a single case manager for services									
	LIEA		EA[1]		Medicaid/ MN2,4		Medicaid CN		Food Stamp	
	F	P	F	P	F	P	F	P	F	P
AFDC	7	8	18	1	21	10	36	7	34	9
Food Stamp	7	8	15	4	17	12	26	13	--	--
Medicaid/CN	7	8	14	5	26	7	--	--	--	--
Medicaid/MN[2]	6	5	123	5	--	--	--	--	--	--
EA[1]	5	5	--	--	--	--	--	--	--	--

Note:

F--Fully integrated

P--Partially integrated

[1]Only 24 states participate in the EA program.

[2]Only 36 states participate in the Medicaid/MN program.

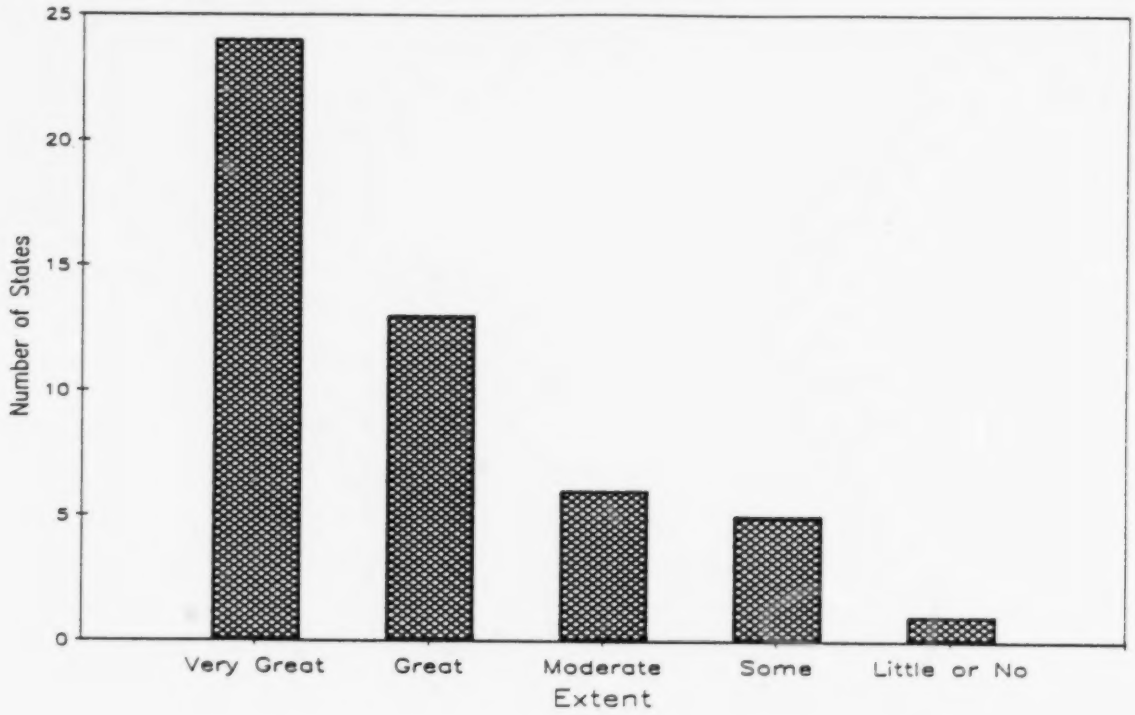
[3]Only 21 states participate in both the EA and Medicaid/MN programs.

[4]An AFDC recipient also qualifies for Medicaid/CN benefits and, therefore, would not need Medicaid/MN benefits. Nevertheless, we paired Medicaid/MN with both AFDC and Medicaid/CN to determine the extent to which the states integrated the program at delivery units.

EXTENT STATES WOULD LIKE TO ACHIEVE MORE SERVICE INTEGRATION

We asked the states to what extent they would like to achieve more service integration for low-income families. As shown in figure 2, 48 states indicated that they would like to achieve more service integration; 37 indicated to a very great or great extent. Only one state indicated it would like to a little or no extent to achieve more service integration.

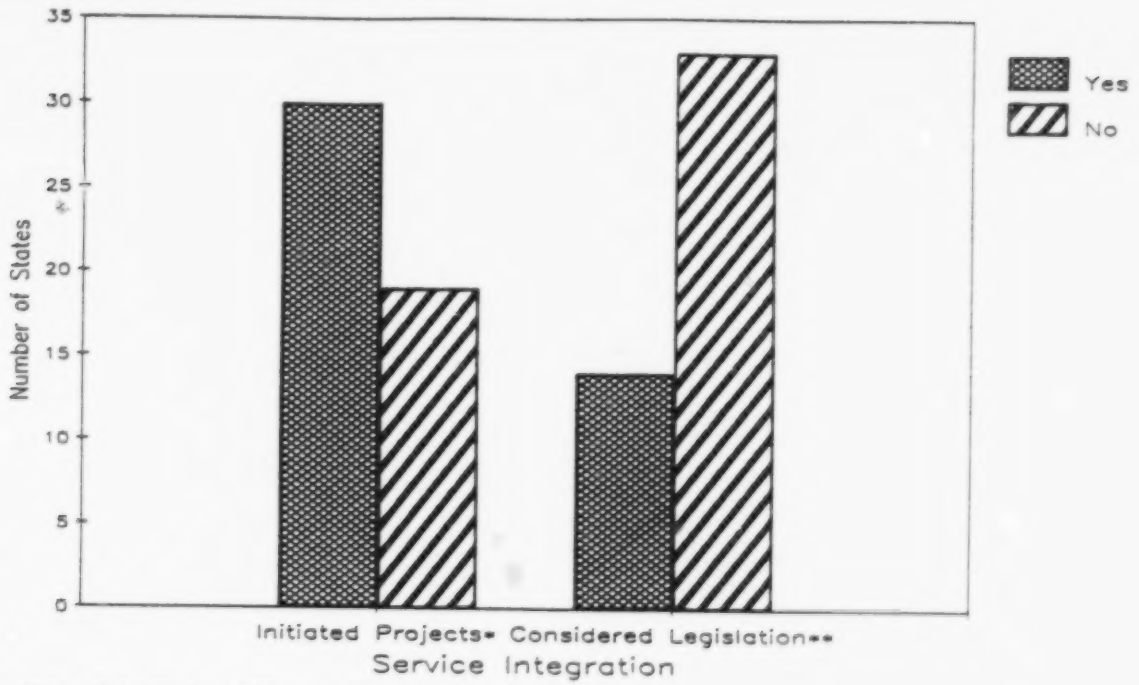
Figure 2: Extent States Would Like to Achieve More Service Integration



RECENT STATE SERVICE INTEGRATION PROJECTS AND STATE LEGISLATION CONSIDERED

We asked the states about their efforts to integrate services in recent years. We asked them to identify the number of integrated service demonstration projects they had started since October 1, 1983, and whether their legislatures had considered legislation on service integration since January 1, 1985. As shown in figure 3, one or more demonstration projects were started by 30 of the 49 states, and 14 have considered legislation on service integration for low-income families. Two states responded that they could not answer whether legislation has been considered.

Figure 3: Recent State Service Integration Projects and State Legislation Considered



* Since October 1, 1983. ** Since January 1, 1985.

OUTCOMES STATES BELIEVE COULD RESULT FROM MORE SERVICE INTEGRATION

We listed 10 possible outcomes and asked the states to indicate which they believe could result from increasing service integration in their states. For each of the first 9 outcomes listed, at least 39 of the 49 states indicated that the outcome could result at least to some extent. For outcomes 1, 3 and 5, one-half or more of the the states indicated the outcome could result to a very great or great extent. For the 10th outcome listed, only 14 states indicated the outcome could occur at least to some extent. Only two indicated it could occur to a very great or great extent. (Twenty-three states indicated this outcome was not applicable in their state because local governments bear no administrative costs.)

Table 5:

Outcomes States Believe Could Result From More Service Integration

Outcomes	Number of States							
	Very great extent	great extent	Moderate extent	Some extent	Sub-total	Little or no extent	N/A[1]	Total
1) Increased client awareness of the availability of additional sustainment benefits	8	18	13	5	44	5	0	49
2) Improved client access due to location of benefits	9	15	12	8	44	5	0	49
3) Improved client access due to simpler application for benefits	13	21	6	6	46	3	0	49
4) Increased client use of benefits	9	14	17	8	48	1	0	49
5) Increased efficiency of service delivery (i.e., 1) more output for the same amount of input or 2) the same amount of output with a reduced amount of input)	17	10	12	8	47	2	0	49
6) Increased effectiveness of service delivery (e.g., producing intended effect of service delivery)	13	10	18	7	48	1	0	49
7) Increased accountability of service delivery officials	5	7	19	10	41	8	0	49
8) Reduction in administrative costs for the federal government	8	8	13	10	39	9	1	49
9) Reduction in administrative costs for the state government	6	11	11	13	41	7	1	49
10) Reduction in administative costs for local governments (IF LOCAL GOVERNMENTS BEAR NO ADMINISTRATIVE COSTS IN YOUR STATE, WRITE N/A IN A BOX.)	1	1	2	10	14	12	23	49

[1]"N/A" indicates a state did not know the answer to the question except, as reported in outcome number 10, an "N/A" response means the local government bears no administrative cost in that state.

OBSTACLES TO SERVICE INTEGRATION

We listed 34 factors that may be potential obstacles to a state's efforts to achieve service integration. We asked the states to indicate which of these factors existed at the federal, state, and local government levels, and to what extent each factor is an obstacle to service integration.

Table 6 groups the 34 factors into 6 broad categories. The table shows that a majority of the 49 states indicated 25 factors at the federal level, 1 at the state level, and none at the local level are obstacles to a very great or great extent.

Tables 7 through 12 present, for each of the 6 categories of factors, summary data on states' responses on potential obstacles at the federal level. Appendix II summarizes states' responses on potential obstacles at the state and local levels.

Table 6:

Obstacles to Service Integration

Category	Numbers of factors by category	Number of factors a majority of the 49 states indicated are obstacles to a very great or great extent		
		Government level		
		Federal	State	Local
Multiplicity	5	5	0	0
Program differences	6	6	0	0
Complexity and lack of clarity and availability	6	4	0	0
Insufficient funding	4	1	1	0
Insufficient coordination	8	6	0	0
Lack of interest, agreement, or knowledge	5	3	0	0
Totals	34	25	1	0

FEDERAL OBSTACLES - MULTIPLICITY

Definition

"Multiplicity" is a condition where many legislative groups, regulations, agencies, programs, and administrative requirements are involved.

Observation

A majority of states indicated each of the five factors shown in table 7 are obstacles to integration of services to a very great or great extent. The range is from 40 states for the factor "Many regulations apply to programs" to 27 for two other factors: (1) "Many legislative groups are responsible for oversight" and (2) "Many agencies provide different benefits."

Table 7:

Federal Obstacles - Multiplicity

Potential factors regarding multiplicity, such as:	State Responses: Extent factor is an obstacle to state(s)					Extent factor exists, total
	Very great	Great	Mod-erate	Some	Little/ or no	
Many legislative groups are responsible for oversight	16	11	14	3	-	44
Many regulations apply to the programs	27	13	2	4	3	49
Many agencies provide different benefits e.g., one agency provides cash benefits and another agency provides food benefits)	19	8	9	3	4	43
Many programs provide different benefits (e.g., one program provides cash benefits and another program provides food benefits)	18	12	5	3	5	43
Many other administrative requirements apply to programs (e.g., program and financial reporting requirements, etc.)	19	13	7	4	3	46

FEDERAL OBSTACLES - PROGRAM DIFFERENCES

Definition

"Program differences" means the various programs use different definitions, terminology, eligibility requirements, eligibility verification, and quality control procedures.

Observation

A majority of states indicated each of the six factors in table 8 are obstacles to a very great or great extent. The range for the factors was from 26 to 42 states. "Different programs use different eligibility requirements concerning client's financial status" was the most frequently cited factor.

Table 8:

Federal Obstacles-Program Differences

Potential factors regarding Program differences, such as:	State responses: Extent factor is an obstacle to state(s) — Very great	Great	Moderate	Some	Little/or no	Extent factor exists, total
Different programs use different definitions and terminology	23	16	5	3	1	48
Different programs use different elibibility requirements concerning client's financial status	32	10	4	3	-	49
Different programs use different eligibility requirements concerning other client factors (e.g., definitions of households, etc.)	27	13	6	3	-	49
Different programs use different eligibility verification requirements	16	14	9	5	2	46
Different programs use different quality control requirements	13	13	12	4	4	46
Different other administrative requirements apply to programs (e.g., program and financial reporting, etc.)	16	10	9	6	3	44

FEDERAL OBSTACLES - COMPLEXITY, AND LACK OF CLARITY AND AVAILABILITY

Definition

"Complexity, and lack of clarity and availability" covers problems that involve (1) unclear legislation, (2) lack of availability of waivers, and (3) complex eligibility requirements concerning financial and other client factors.

Observation

A majority of states indicated four of the six factors in table 9 are obstacles to a very great or great extent. The range for the four factors was from 31 to 40. "Eligibility requirements concerning a client's financial status are complex" was the most frequently cited factor.

Table 9:

Federal Obstacles--Complexity, and Lack of Clarity and Availability

Potential factors regarding complexity, lack of clarity and availability, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total
	Very great	Great	Mod-erate	Some	Little/ or no	
Program legislation is unclear/vague	13	6	11	5	2	37
Federal program legislation does not allow waivers	9	13	9	5	1	37
Available waivers to federal program requirements are difficult to obtain	17	14	6	5	-	42
Regulations are complex	27	12	5	1	3	48
Eligibility requirements concerning a client's financial status are complex	29	11	4	3	2	49
Eligibility requirements concerning other client factors (e.g., definitions of households, etc.) are complex	26	10	9	2	2	49

FEDERAL OBSTACLES - INSUFFICIENT FUNDING

Definition

"Insufficient funding" is defined as insufficient funds to promote demonstration projects, acquire/ maintain computer systems, hire consultants, and use for discretionary purposes.

Observation

A majority of the states indicated only one of the four factors in table 10 is an obstacle to a very great or great extent. This factor is "Insufficient funds are available to promote demonstration projects."

Table 10:

Federal Obstacles - Insufficient Funding

Potential Factors Regarding insufficient funding, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total
	Very great	Great	Mod-erate	Some	Little/ or no	
Insufficient funds are available to promote demonstration projects	14	13	8	2	-	37
Insufficient funds are available to acquire/maintain computer system(s)	9	7	5	7	-	28
Insufficient funds are available to hire consultants to achieve service integration	7	4	7	1	-	19
Insufficient funds are available for other discretionary uses (e.g., hiring staff)	10	13	6	3	-	32

FEDERAL OBSTACLES - INSUFFICIENT COORDINATION

Definition

"Insufficient coordination" is considered an obstacle when interactions are not adequate (1) between legislative committees, departments, agencies, other levels of government, and programs and (2) within departments, agencies, and programs.

Observation

A majority of states indicated six of eight factors in table 11 are obstacles to a very great or great extent. The range was from 28 to 40 states. "Insufficient coordination occurs between departments" and "Insufficient coordination occurs between programs" are the two factors most frequently cited.

Table 11:

Federal Obstacles - Insufficient Coordination

Potential Factors Regarding Insufficient coordination, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total
	Very great	Great	Mod-erate	Some	Little/ or no	
Insufficient coordination occurs between legislative committees	16	15	5	2	-	38
Insufficient coordination by the federal government with other levels of government	15	14	8	7	-	44
Insufficient coordination occurs between departments	26	14	6	1	-	47
Insufficient coordination occurs between agencies	19	18	8	1	-	46
Insufficient coordination occurs between programs	21	19	5	1	-	46
Insufficient coordination occurs within departments	12	16	8	4	1	41
Insufficient coordination occurs within agencies	12	10	11	4	-	37
Insufficient coordination occurs within programs	9	5	10	6	1	31

FEDERAL OBSTACLES - LACK OF INTEREST, AGREEMENT, OR KNOWLEDGE

Definition

"Lack of interest, agreement, or knowledge" includes instances where there is insufficient interest in pursuing service integration, insufficient agreement on goals or methods to achieve integration, or insufficient knowledge on how to achieve integration of benefits.

Observation

A majority of states indicated three of the five factors in table 12 are obstacles to a very great or great extent. The range for the three factors was from 28 to 31. "Insufficient agreement on the methods to achieve service integration" was the most frequently cited factor.

Table 12:

Federal Obstacles - Lack of Interest, Agreement, or Knowledge

Potential factors regarding lack of interest, agreement, or knowledge, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total
	Very great	Great	Mod-erate	Some	Little/ or no	
Insufficient interest in pursuing service integration	17	13	5	-	-	35
Insufficient agreement on the goal(s) of service integration	12	16	4	1	-	33
Insufficient agreement on the methods to achieve service integration	17	14	3	4	-	38
Insufficient knowledge of how to implement an agreed upon method to achieve service integration	14	10	3	3	1	31
Insufficient knowledge about the costs/ benefits of service integration	11	11	4	1	1	28

ACTIONS TO INCREASE SERVICE INTEGRATION

We listed 36 actions that could be taken by government to help service integration. We asked the states to indicate to what extent each action, if taken by the federal, state or local governments, would help their state's efforts to increase service integration.

Table 13 groups the 36 actions into 6 broad categories (generally aligned with the obstacles previously discussed). The table shows that a majority of the 49 states indicated 35 actions at the federal level, 8 at the state level, and none at the local level would help efforts to increase service integration to a very great or great extent.

Tables 14 through 19 present summary data, by category, on states' responses on actions if taken at the federal level. Appendix III summarizes states' responses on actions that could be taken at the state and local levels.

Table 13:

Actions to Increase Service Integration

Category	Numbers of action by category	Number of actions a majority of the 49 states indicated would help integration efforts to a very great or great extent		
		Government level		
		Federal	State	Local
Consolidation	5	5	0	0
Unification	5	5	3	0
Simplification	7	7	2	0
Increase funding	5	4	3	0
Improve coordination	8	8	0	0
Enhance knowledge	6	6	0	0
Totals	36	35	8	0

FEDERAL ACTIONS - CONSOLIDATION

Definition

"Consolidation" includes combining legislative oversight committees, legislation for two or more programs, regulations, agencies, and different services.

Observation

A majority of states indicated each of the five actions in table 14 would help state efforts to increase service to a very great or great extent. The range is from 26 states for "Legislative oversight committees" to 45 states for "Programs providing different services to low-income families".

Table 14:

Federal Actions - Consolidation

Potential actions regarding consolidation of:	State responses: Extent action would help state(s) effort to achieve service integration					Other (remaining) responses	
	Very great	Great	Mod-erate	Some	Little/ or no	Unknown/ missing[a]	Total responses
Legislative/oversight committees	23	3	14	5	3	1	49
Legislation for two or more programs	30	11	5	2	-	1	49
Regulations	31	12	4	2	-	-	49
Agencies administering programs that provide different kinds of assistance to low-income families (e.g., cash with food assistance)	30	14	1	2	2	-	49
Programs providing different services to low-income families (e.g., cash with food)	27	18	2	-	2	-	49

aUnknown/missing means the state did not know if the factor exists or the state did not provide an answ

FEDERAL ACTIONS - UNIFICATION

Definition

"Unification" means establishing uniform definitions, eligibility requirements, quality control measures, administrative requirements, and policies.

Observation

A majority of states indicated each of the five actions in table 15 would greatly help state efforts to increase service integration. The range is from 33 states for "Adopt a uniform policy establishing predefined goals for service integration" to 48 states for "Make eligibility requirements uniform."

Table 15:

Federal Actions - Unification

Potential actions regarding unification	State responses: Extent action would help state(s) effort to achieve service integration					Other (remaining) responses	
	Very great	Great	Mod-erate	Some	Little/ or no	Unknown/ missing[a]	Total responses
Make definitions and terminology uniform	33	14	-	2	-	-	49
Make eligibility requirements uniform	39	9	-	-	-	1	49
Make quality control measures uniform	27	10	5	2	5	-	49
Make administrative requirements for program and financial reporting uniform	28	9	8	3	1	-	49
Adopt a uniform policy establishing predefined goals for service integration	18	15	6	4	6	-	49

[a]Unknown/missing means the state did not know if the factor exists or the state did not provide an answer.

FEDERAL ACTIONS - SIMPLIFICATION

Definition

"Simplification" covers actions that could be taken to make legislation clearer and less restrictive and to simplify regulations, definitions, terminology, eligibility requirements, quality control measures, and administrative requirements.

Observation

For each of the seven actions in table 16 a majority of states indicated the actions would greatly help state efforts to increase integration. The range is from 33 states for "Make legislation clearer" to 45 states for "Simplify regulations."

Table 16:

Federal Actions - Simplification

Potential actions regarding simplification	State Responses: Extent action would help state(s) effort to achieve service integration					Other (remaining) responses	
	Very great	Great	Mod-erate	Some	Little/ or no	Unknown/ missing[a]	Total responses
Make legislation clearer	22	11	10	4	2	-	49
Make legislation less restrictive	26	15	4	3	1	-	49
Simplify regulations	31	14	1	2	1	-	49
Simplify definitions and terminology	32	9	6	2	-	-	49
Simplify eligibility requirements	33	10	3	3	-	-	49
Simplify quality control measures (e.g., error-rate)	28	9	4	2	5	1	49
Simplify administrative requirements (e.g., for program and financial reporting)	28	7	7	6	1	-	49

[a]Unknown/missing means the state did not know if the factor exists or the state did not provide an answer.

FEDERAL ACTIONS - INCREASE FUNDING

Definition

The action "increase funding" covers funding for demonstration projects, computer systems, administration of programs, educating staff, and hiring consultants.

Observation

A majority of states indicated four of the five actions in table 17 would greatly help state efforts to increase service integration. The range for the four factors is from 29 states for increasing funding for "educating/ training staff" to 40 states for increasing funding for "administering programs".

Table 17:

Federal Actions - Increase Funding

Potential actions regarding increase funding for:	State responses: Extent action would help state(s) effort to achieve service integration					Other (remaining) responses	
	Very great	Great	Mod-erate	Some	Little/ or no	Unknown/ missing[a]	Total responses
Demonstration projects	20	11	11	4	3	-	49
Establishing maintaining computer system(s)	22	15	7	2	3	-	49
Administering programs	27	13	3	2	4	-	49
Educating/training staff	15	14	11	5	4	-	49
Hiring consultants	6	5	16	12	9	1	49

[a]Unknown/missing means the state did not know if the factor exists or the state did not provide an answer.

FEDERAL ACTIONS - IMPROVE COORDINATION

Definition

"Improve coordination" involves better coordination between departments, agencies, programs, legislative committees, and levels of government, and within departments, agencies, and programs.

Observation

For each of the eight actions in table 18, a majority of states indicated the actions would greatly help state efforts to increase integration. The range is from 28 states for improve coordination within programs to 40 states for improve coordination between programs.

Table 18:

Federal Actions - Improve Coordination

Potential actions regarding improved coordination:	State responses: Extent action would help state(s) effort to achieve service integration					Other (remaining) responses	
	Very great	Great	Mod-erate	Some	Little/ or no	Unknown/ missing[a]	Total responses
Between departments	27	12	6	2	2	-	49
Between agencies	23	14	8	3	1	-	49
Between programs	25	15	5	3	1	-	49
Within departments	19	15	9	3	2	1	49
Within agencies	19	13	10	3	3	1	49
Within programs	20	8	9	8	3	1	49
Between legislative committees	22	13	6	4	3	1	49
Between levels of government	20	14	11	3	1	-	49

FEDERAL ACTIONS - ENHANCE KNOWLEDGE

Definition

"Enhance knowledge" includes knowledge about goals of service integration, how to achieve it, and how to determine cost/benefits generally.

Observation

For each of the six actions in table 19, a majority of the states indicated the action would greatly help state efforts to increase service integration. The range is from 31 states for enhancing knowledge about how to achieve service integration to 39 states for enhancing knowledge about cost/benefits by federal officials in the executive branch.

Table 19:

Federal Actions - Enhance Knowledge

Potential actions regarding enhancing knowledge:	State Responses: Extent action would help state(s) effort to achieve service integration					Other (remaining) responses	
	Very great	Great	Mod-erate	Some	Little/ or no	Unknown/ missing[a]	Total responses
About goals of service integration	17	16	8	6	2	-	49
About how to achieve service integration	17	14	12	4	2	-	49
Of cost/benefits of service integration in general	20	14	10	4	1	-	49
Of cost/benefits of service integration/Federal political officials—legislative branch	18	20	6	3	1	1	49
Of cost/benefits of service integration by federal political officials-executive branch (e.g., the President and Department heads)	17	22	6	2	1	1	49
Of cost/benefits of service integraiton/Federal agency administrators	22	15	6	4	1	1	49

[a]Unknown/missing means the state did not know if the factor exists or the state did not provide an answer.

STATE PLANS TO INCREASE SERVICE INTEGRATION

We listed five types of service integration--collocation, coapplication, coeligibility, single case manager, and service referral--that could be offered at service delivery units. We asked the states to indicate if they plan over the next two years, to increase, decrease, or neither increase nor decrease (1) the number of service delivery units offering and (2) the number of programs involved in each type of service integration.

Tables 20 and 21 show that, for each of the five types of service integration, (1) at least, 30 states planned no change in the number of service delivery units involved (the range was from 30 to 39), and at least 8 states planned increases (the range was from 8 to 18); and (2) at least 29 states planned no change in the number of programs involved (the range was from 29 to 40), and at least 9 states planned increases (the range was from 9 to 20).

Table 20:

State Plans To Change The Number Of Service Delivery Units Offering Each Type Of Service Integration

Type of service integration	Greatly increase	Somewhat increase	Neither increase nor decrease	Somewhat decrease	Greatly decrease	Total
1) Collocation	-	8	39	2	-	49
2) Coapplication	1	15	32	-	-	48[a]
3) Coeligibility	1	15	32	1	-	49
4) Single case manager	-	18	30	1	-	49
5) Service referral	2	14	33	-	-	49

[a]One of the 49 states did not respond to this item.

Table 21:

State Plans To Change The Number Of Programs Involved In Each Type Of Service Integration

Type of service integration	Greatly increase	Somewhat increase	Neither increase nor decrease	Somewhat decrease	Greatly decrease	Total
1) Collocation	1	8	40	-	-	49
2) Coapplication	5	14	30	-	-	49
3) Coeligibility	2	14	33	-	-	49
4) Single case manager	4	12	33	-	-	49
5) Service referral	5	15	29	-	-	49

EXTENT STATE OFFICIALS COORDINATE

We asked the states to indicate the extent of coordination between state departments, between state agencies, and between state programs in developing policies and in administering programs. We provided the following definitions.

-- Department - generally, a government organization managing multiple agencies.
-- Agency - generally, a government organization that administers multiple programs.
-- Program - activities providing benefits or services to a target group.

We instructed the states to indicate not applicable if they had no organization comparable to a department, agency, or program as we defined them.

As shown in table 2.2, the states indicated the extent of coordination was greatest at the program level and least at the department level. A vast majority of states indicated program officials (at least 44 states) and agency officials (at least 39 states) coordinate at least to some extent. A majority of the states (at least 29 states) indicated department officials coordinate, at least to some extent.

Table 22:

Extent State Officials Coordinate

Actions	Very great extent (1)	Great extent (2)	Moderate extent (3)	Some extent (4)	Sub-total	Little or no extent (5)	N/A (6)	Total responses
1) State officials from two or more departments coordinate on developing policies	4	5	9	12	30	10	9	49
2) State officials from two or more departments coordinate program administration	3	4	6	16	29	10	10	49
3) State officials from two or more agencies coordinate on developing policies	9	6	19	5	39	5	5	49
4) State officials from two or more agencies coordinate program administration	7	6	15	12	40	5	4	49
5) State officials from two or more programs coordinate on developing policies	19	9	11	6	45	1	3	49
6) State officials from two or more programs coordinate program administration	14	12	11	7	44	2	3	49

EXTENT FEDERAL AGENCIES HAVE ENCOURAGED AND WILL ENCOURAGE SERVICE INTEGRATION

We asked the states to indicate the extent to which the Departments of Agriculture, Health and Human Services and Housing and Urban Development encouraged service integration activities during the past few years and likely will encourage service integration activities in the future. We defined "encouraged" as actions such as offering or providing funds or technical assistance or granting waivers to federal requirements to achieve service integration.

For each component of Agriculture and Health and Human Services (1, 2, and 3 in table 23), 24 or more of the states indicated that the agency has encouraged service integration at least to some extent, and 23 or more of the states indicated that the agency will encourage service integration at least to some extent. However, few states indicated that these departments already have encouraged or will encourage service integration to a great extent. Only two states indicated that Housing and Urban Development has encouraged or will encourage service integration beyond a moderate extent.

Table 23:

Extent Federal Agencies Have Encouraged and Will Encourage Service Integration

Agency	Extent agencies have encouraged service integration (No. of states)							
	Very great extent	Great extent	Moderate extent	Some extent	Sub-total	Little or no extent	Unknown/ missing value	Total
1) Department of Health and Human Services—Office of Family Assistance	-	9	7	14	30	19	-	49
2) Department of Agriculture—Food and Nutrition Service	1	4	4	20	29	20	-	49
3) Department of Health and Human Services—Health Care Financing Administration	-	2	9	13	24	25	-	49
4) Department of Housing and Urban Development—Office of Housing	-	-	3	5	8	29	12	49

Agency	Extent agencies will encourage (No. of states)							
	Very great extent	Great extent	Moderate extent	Some extent	Sub-Total	Little or no extent	Unknown/ missing value	Total
1) Department of Health and Human Services—Office of Family Assistance	-	7	9	15	31	16	2	49
2) Department of Agriculture—Food and Nutrition Service	-	3	10	17	30	17	2	49
3) Department of Health and Human Services—Health Care Financing Administration	-	3	7	13	23	24	2	49
4) Department of Housing and Urban Development—Office of Housing	-	2	3	8	13	25	11	49

REASONS LOW-INCOME FAMILIES ELIGIBLE FOR PROGRAM BENEFITS MAY NOT BE RECEIVING THEM

We asked the 49 states to indicate to what extent each of nine possible reasons might explain why low-income families, who may be eligible for program benefits in their state, may not be receiving benefits. The five reasons most often cited as applying at least to some extent were:

-- Difficulty obtaining transportation. (40 states)
-- Unavailability of local outreach service. (35 states)
-- Not enough funds are available to provide all benefits for limited-funding programs (e.g., section 8 Housing). (35 states)
-- No single case manager oversees clients with multiple needs. (31 states)
-- Insufficient referral from one program to another. (30 states)

TABLE 24:

Reasons Persons Eligible For Program Benefits May Not Be Receiving Them

Factor	Number of states							
	Very great extent	Great extent	Moderate extent	Some extent	Sub total	Little or no extent	N/A[a]	Total
1. Insufficient referral from one program to another	1	2	11	16	30	15	4	49
2. No single case manager oversees clients with multiple needs	3	6	7	15	31	12	6	49
3. Unavailability of a common local resource directory	1	5	5	13	24	17	8	49
4. Lack of knowledge that a common local resource directory exists	-	5	3	12	20	14	15	49
5. Unavailability of a local outreach service	1	4	13	17	35	5	9	49
6. Difficulty obtaining transportation	2	11	10	17	40	7	2	49
7. Benefits are not colocated	-	4	6	7	17	24	8	49
8. Multiple applications are required to obtain benefits	2	8	8	6	24	17	8	49
9. Not enough funds are available to provide all benefits for limited-funding programs (e.g., section 8 Housing)	9	16	5	5	35	4	10	49

a "N/A" Indicates a state thinks the factor does not exist or the state cannot answer the question.

APPENDIX I

PROGRAM DESCRIPTIONS

CONTENTS

Program	Page
(1) Aid to Families with Dependent Children--Family Group and Unemployed Parent	62
(2) Emergency Assistance to Needy Families with Children	63
(3) Low-Income Energy Assistance	64
(4) Medicaid--Categorically Needy and Medically Needy	65
(5) Food Stamp	66
(6) Lower Income Housing Assistance (section 8)	67

Abbreviations

CFR - Code of Federal Regulations
CFDA - Catalog of Federal Domestic Assistance

APPENDIX I

PROGRAM DESCRIPTIONS

(1) AID TO FAMILIES WITH DEPENDENT CHILDREN - FAMILY GROUP AND UNEMPLOYED PARENT

Federal Agency: Department of Health and Human Services
Authorization: Social Security Act, title IV-A
Regulations: 45 CFR 200 et seq.
Program Administration: State
Federal Funding: 50-77%
CFDA Number: 13.808

Program Purpose

To make cash payments directly to eligible needy families with dependent children to cover costs for food, shelter, clothing, and other items of daily living recognized as necessary by each state.

Who Is Eligible

Family group:
Needy families with dependent children under 18 are eligible if they are deprived of parental suport for the following reasons:
— Fathers are absent from the home continuously, are incapacitated, dead, or unemployed, or
— Mothers are incapacitated, dead, absent, or unemployed.

Unemployed parent:
Needy two-parent families with dependent children under 18 are eligible if the children are deprived of parental support because the principle wage-earning parent is unemployed.

Benefits

Benefits in the form of money or vendor payments are available. Benefit amounts vary by state. In January 1987, maximum benefits for a three-recipient family ranged from $118 per month in Alabama to $749 in Alaska.

APPENDIX I

PROGRAM DESCRIPTIONS

(2) EMERGENCY ASSISTANCE TO NEEDY FAMILIES WITH CHILDREN

Federal Agency: Department of Health and Human Services
Authorization: Social Security Act, Title IV
Regulations: 45 CFR 200 et seq.

Program Administration: State
Federal Funding: 50%
CFDA Number: 13.808

Program Purpose

To provide payments to assist needy families in emergency or crisis situations to avoid destitution by providing living arrangments. Needy families may receive emergency assistance for no more than 30 days per calendar year to "avoid destitution" of the children or to provide living arrangements for them.

Who Is Eligible

Needy families with dependent children deprived of parental support or care and/or families with children needing emergency welfare assistance. Also eligible are aged, blind, or permanently totally disabled persons in Guam, Puerto Rico, and the Virgin Islands.

Benefits

Monthly benefits in the form of money or vendor payments are available to help eligible individuals. In fiscal year 1985, 25 states participated in this program, and the average monthly benefit was $393.

APPENDIX I

PROGRAM DESCRIPTIONS

(3) LOW-INCOME ENERGY ASSISTANCE

Federal Agency: Department of Health and Human Services
Authorization: The Low-Income Home Energy Assistance Act (title XXVI, P.L. 97-35 as amended by P.L. 98-558)
Regulations: 47 CFR Part 96, subpart H (1986)

Program Administration: State
Federal Funding: 100%
CFDA Number: 13.818

Program Purpose

To help low-income households meet their energy-related expenses.

Who Is Eligible

Eligibility is set by states within federal categorical eligibility or income limits. Benefits may be provided to households with members receiving AFDC, SSI, Food Stamps, or certain other programs. They may be provided to households with incomes below either 150 percent of a state's poverty level or 60 percent of a state's medium income, whichever is higher.

Benefits

Benefits vary by state and program for one or more types of assistance, including heating, crisis, cooling, and weatherization assistance. Benefits from the major program component, home heating, were estimated at $209 annually per household for fiscal year 1986.

PROGRAM DESCRIPTIONS

(4) MEDICAID-CATEGORICALLY NEEDY AND MEDICALLY NEEDY

Federal Agency: Department of Health and Human Services
Authorization: Social Security Act, title XIX
Regulations: 42 CFR 430 et seq.
Program Administration: State
Federal Funding: 50-83%
CFDA Number: 13.714

Program Purpose

To provide financial assistance to states for payments of medical assistance on behalf of cash recipients and, in certain states, on behalf of other medically needy who, except for income and resources, would be eligible to receive cash assistance.

Who Is Eligible

Eligibility for the two categories of needy is determined by each state in accordance with federal regulations.

Categorically Needy:
In general, recipients are persons receiving assistance under AFDC and SSI. Eligible individuals include needy persons over 65, the blind and disabled members from families with dependent children, and, in some states, persons under 21 years of age.

Medically Needy:
Eligible individuals include persons whose income is slightly in excess of cash assistance standards, providing that: (1) they are aged, blind, disabled, or members of families with dependent children, and (2) their income (after deducting incurred medical expenses) falls below the state standard.

Benefits

Medical assistance includes: Inpatient and outpatient hospital, laboratory and X-ray, skilled nursing facility, intermediate care facility, and home health services.

Under the medically needy portion, other assistance is also required, such as ambulatory services to children, and prenatal and delivery services for pregnant women.

Estimated financial assistance in fiscal year 1985 averaged $1,424 for categorically needy clients and $3,035 for medically needy clients.

APPENDIX I

PROGRAM DESCRIPTIONS

(5) FOOD STAMP

Federal Agency: Department of Agriculture
Authorization: Food Stamp Act, 1964
Regulations: 7 CFR 271-279

Program Administration: State
Federal Funding: 100%
CFDA Number: 10.551

Program Purpose

This program permits low-income households to obtain a more nutritious diet through normal channels of trade by increasing food purchasing power for all eligible households who apply for participation.

Who Is Eligible

Households may participate if they are found by local welfare officials to be in need of food assistance. Three major tests for eligibility exist:
— income limits (countable monthly income below federal poverty levels),
— asset limits (liquid assets may not exceed $2,000 or $3,000 with an elderly member),
— work registration and job search.

Other limitations exist.

Benefits

Households receive a free coupon allotment, which varies according to household size and income. The coupons may be used in participating retail stores to buy any type of food for human consumption. Monthly benefits are expected to average over $45 per person in fiscal year 1987.

APPENDIX I

PROGRAM DESCRIPTIONS

(6) LOWER INCOME HOUSING ASSISTANCE (SECTION 8)

Federal Agency: Department of Housing and Urban Development
Authorization: Housing Act, 1937
Regulations: 24 CFR 800 et seq.

Program Administration: Federal/Private
Federal Funding: 100%
CFDA Number: 14.156

Program Purpose

To aid lower income families in obtaining decent, safe, and sanitary housing in private accomodations and to promote economical mixed existing, newly constructed, and substantially and moderately rehabilitated housing.

Who Is Eligible

To be eligible for section 8 housing subsidies, families and single persons must have incomes below 80 percent of the area median, classified as "lower income" households. A housing agency, however, may make available only a small share of its units to those with an income at or above 50 percent of the area median and to single persons who are not aged, disabled, or handicapped.

Benefits

The federal government pays the difference between the contract rent and the rent paid by the tenant (usually 30% of adjusted family income.) Federal expenditures per unit in fiscal year 1985 averaged $3,390.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

CONTENTS

Table	Category	Page
	State Obstacle Factors	
II.1	Multiplicity	69
II.2	Program differences	70
II.3	Complexity and lack of clarity and availability	71
II.4	Insufficient funding	72
II.5	Insufficient coordination	73
II.6	Lack of interest, agreement, or knowledge	74
	Local Obstacle Factors	
II.7	Multiplicity	75
II.8	Program differences	76
II.9	Complexity and lack of clarity and availability	77
II.10	Insufficient funding	78
II.11	Insufficient coordination	79
II.12	Lack of interest, agreement, or knowledge	80

APPENDIX II

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.1: State Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding multiplicity, such as:	State responses: Extent factor is an obstacle to state(s) — Very great	Great	Moderate	Some	Little/ or no	Extent factor exists, total	Other (remaining) responses — No/ N/Aa	Unknown/ missingb	Total responses
Many legislative groups are responsible for oversight.	3	2	9	10	2	26	23	-	49
Many regulations apply to the programs.	5	8	13	8	3	37	12	-	49
Many agencies provide different benefits (e.g., one agency provides cash benfits and another agency provides food benefits).	1	2	6	10	4	23	26	-	49
Many programs provide different benefits (e.g., one program provides cash benefits and another program provides food benefits).	3	7	6	7	4	27	20	2	49
Many other administrative requirements apply to programs (e.g., program and financial reporting requirements).	6	10	8	10	4	38	10	1	49

aNo/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX II

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.2: State Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding program differences, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/A[a]	Unknown/ missing[b]	
Different programs use different definitions and terminology.	3	14	7	9	1	34	14	1	49
Different programs use different elibibility requirements concerning client's financial status.	10	13	6	9	-	38	10	1	49
Different programs use different eligibility requirements concerning other client factors (e.g., definitions of households, etc.).	9	11	9	8	-	37	11	1	49
Different programs use different eligibility verification requirements.	3	7	9	13	3	35	13	1	49
Different programs use different quality control requirements.	4	10	6	6	4	30	18	1	49
Different other administrative requirements apply to programs (e.g., program and financial reporting, etc.).	4	7	11	9	2	33	13	3	49

[a]No/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX II

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.3: State Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding complexity and lack of clarity and availability, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/Aa	Unknown/ missingb	
Program legislation is unclear/vague.	2	1	7	5	2	17	32	-	49
Federal program legislation does not allow waivers.	N/A								
Available waivers to federal program requirements are difficult to obtain.	N/A								
Regulations are complex.	6	9	12	7	3	37	12	-	49
Eligibility requirements concerning a client's financial status are complex.	9	14	7	6	1	37	11	1	49
Eligibility requirements concerning other client factors (e.g., definitions of households, etc.) are complex.	8	10	11	7	1	37	11	1	49

[a]No/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.4: State Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding insufficient funding	State responses: Extent factor is an obstacle to state(s) — Very great	Great	Moderate	Some	Little/ or no	Extent factor exists, total	Other (remaining) responses — No/ N/A[a]	Unknown/ missing[b]	Total responses
Insufficient funds are available to promote demonstration projects.	12	12	8	5	-	37	10	2	49
Insufficient funds are available to acquire/maintain computer system(s).	10	9	8	8	-	35	10	4	49
Insufficient funds are available to hire consultants to achieve service integration.	6	10	6	2	2	26	16	7	49
Insufficient funds are available for other discretionary uses (e.g., hiring staff).	17	18	3	5	-	43	6	-	49

[a]No/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX II

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.5: State Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding insufficient coordination, such as:	State responses: Extent factor is an obstacle to state(s) — Very great	Great	Mod-erate	Some	Little/ or no	Extent factor exists, total	Other (remaining) responses — No/ N/Aa	Unknown/ missingb	Total responses
Insufficient coordination occurs between legislative committees.	3	7	5	9	2	26	21	2	49
Insufficient coordination occurs by the state government with other levels of goverment.	1	5	10	16	1	33	15	1	49
Insufficient coordination occurs between departments.	2	7	10	8	1	28	21	-	49
Insufficient coordination occurs between agencies.	2	4	13	14	-	33	16	-	49
Insufficient coordination occurs between programs.	-	7	8	12	1	28	20	1	49
Insufficient coordination occurs within departments.	1	5	10	13	2	31	18	-	49
Insufficient coordination occurs within agencies.	-	2	9	14	-	25	24	-	49
Insufficient coordination occurs within programs.	-	2	6	8	2	18	31	-	49

[a]No/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX II

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.6: State Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors lack of interest, agreement, or knowledge, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/A[a]	Unknown/ missing[b]	
Insufficient interest in pursuing service integration.	1	5	7	3	1	17	30	2	49
Insufficient agreement on the goal(s) of service integration.	-	9	7	1	2	19	29	1	49
Insufficient agreement on the methods to achieve service integration.	3	10	4	10	1	28	19	2	49
Insufficient knowledge of how to implement an agreed method to achieve service integration.	2	6	5	5	1	19	27	3	49
Insufficient knowledge about the costs/benefits of service integration.	2	7	7	6	1	23	24	2	49

[a]No/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.7: Local Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding multiplicity, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/Aa	Unknown/ missingb	
Many legislative groups are responsible for oversight.	1	-	2	3	2	8	33	8	49
Many regulations apply to the programs.	1	1	3	1	2	8	31	10	49
Many agencies provide different benefits (e.g., one agency provides cash benfits and another agency provides food benefits).	1	-	5	4	1	11	32	6	49
Many programs provide different benefits (e.g., one program provides cash benefits and another program provides food benefits).	1	2	3	6	3	15	29	5	49
Many other administrative requirements apply to programs (e.g., program and financial reporting requirements).	-	3	6	2	1	12	27	10	49

aNo/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.8: Local Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding program differences, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/A[a]	Unknown/ missing[b]	
Different programs use different definitions and terminology.	-	7	1	8	-	16	28	5	49
Different programs use different eligibility requirements concerning client's financial status.	5	4	5	3	1	18	24	7	49
Different programs use different eligibility requirements concerning other client factors (e.g., definitions of households, etc.).	5	2	5	1	1	14	26	9	49
Different programs use different eligibility verification requirements.	1	-	4	4	2	11	29	9	49
Different programs use different quality control requirements.	-	1	4	4	2	11	30	8	49
Different other administrative requirements apply to programs (e.g., program and financial reporting, etc.)	-	2	5	3	1	11	27	11	49

[a]No/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX II

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.9: Local Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding complexity, and lack of clarity and availabilty, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/Aa	Unknown/ missingb	
Program legislation is unclear/vague.	-	1	2	2	1	6	32	11	49
Federal program legislation does not allow waivers.	N/A								
Available waivers to federal program requirements are difficult to obtain.	N/A								
Regulations are complex.	2	1	3	-	2	8	34	7	49
Eligibility requirements concerning a client's financial status are complex.	2	1	5	2	1	11	28	10	49
Eligibility requirements concerning other client factors (e.g., definitions of households, etc.) are complex.	2	2	4	2	2	12	27	10	49

aNo/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.10: Local Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding insufficient funding:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/Aa	Unknown/ missingb	
Insufficient funds are available to promote demonstration projects.	9	6	3	3	1	22	20	7	49
Insufficient funds are available to acquire/maintain computer system(s).	6	4	4	7	1	22	20	7	49
Insufficient funds are available to hire consultants to achieve service integration.	3	6	2	2	1	14	26	9	49
Insufficient funds are available for other discretionary uses (e.g., hiring staff).	8	11	3	5	1	28	17	4	49

aNo/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX II

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.11: Local Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding insufficient coordination, such as:	State responses: Extent factor is an obstacle to state(s) — Very great	Great	Moderate	Some	Little/or no	Extent factor exists, total	Other (remaining) responses — No/N/A[a]	Unknown/missing[b]	Total responses
Insufficient coordination occurs between legislative committees.	1	3	3	-	1	8	33	8	49
Insufficient coordination occurs by local government with other levels of government.	1	2	5	11	1	20	22	7	49
Insufficient coordination occurs between departments.	-	3	7	5	1	16	27	6	49
Insufficient coordination occurs between agencies.	-	2	6	6	1	15	28	6	49
Insufficient coordination occurs between programs.	-	2	8	4	1	15	25	9	49
Insufficient coordination occurs within departments.	1	-	7	6	-	14	27	8	49
Insufficient coordination occurs within agencies.	-	-	6	7	-	13	26	10	49
Insufficient coordination occurs within programs.	-	-	5	4	2	11	30	8	49

[a]No/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL OBSTACLE FACTORS

Table II.12: Local Factors That May Be Obstacles to States Achieving Additional Service Integration

Potential factors regarding lack of interest, agreement, or knowledge, such as:	State responses: Extent factor is an obstacle to state(s)					Extent factor exists, total	Other (remaining) responses		Total responses
	Very great	Great	Mod-erate	Some	Little/ or no		No/ N/Aa	Unknown/ missingb	
Insufficient interest in pursuing service integration.	-	1	4	4	-	9	34	6	49
Insufficient agreement on the goal(s) of service integration.	-	3	4	3	1	11	32	6	49
Insufficient agreement on the methods to achieve service integration.	1	5	2	6	-	14	27	8	49
Insufficient knowledge of how to implement an agreed method to achieve service integration.	3	4	1	3	1	12	32	5	49
Insufficient knowledge about the costs/benefits of service integration.	1	6	4	2	-	13	28	8	49

aNo/N/A means the state(s) believed the factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX III

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

CONTENTS

Table	Category	Page
	State Actions	
III.1	Consolidation	82
III.2	Unification	83
III.3	Simplification	84
III.4	Increase funding	85
III.5	Improve coordination	86
III.6	Enhance knowledge	87
	Local Actions	
III.7	Consolidation	88
III.8	Unification	89
III.9	Simplification	90
III.10	Increase funding	91
III.11	Improve coordination	92
III.12	Enhance knowledge	93

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.1: State Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding consolidation of:	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Moderate	Some	Little/or no	Subtotal	Other (remaining) responses: No/N/Aa	Unknown/missingb	Total responses
Legislative oversight committees.	6	5	11	6	12	40	9	-	49
Legislation for two or more programs.	7	7	6	9	10	39	10	-	49
Regulation.	13	6	7	8	7	41	8	-	49
Agencies administering programs that provide different kinds of assistance to low-income families (e.g., cash with food assistance).	11	5	10	6	7	39	10	-	49
Programs providing different services to low-income families (e.g., cash with food).	12	8	8	7	7	42	7	-	49

[a]No/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.2: State Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding unification	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Mod-erate	Some	Little/ or no	Sub-total	Other (remaining) responses: No/ N/Aa	Unknown/ missingb	Total responses
Make definitions and terminology uniform.	18	12	5	4	6	45	4	-	49
Make eligibility requirements uniform.	21	9	4	3	5	42	6	1	49
Make quality control measures uniform.	14	6	5	5	13	43	6	-	49
Make administrative requirements for program and financial reporting uniform.	12	9	11	5	6	43	6	-	49
Adopt a uniform policy establishing predefined goals for service integration.	13	13	6	4	9	45	3	1	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX III

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.3: State Actions That May Help States Efforts to Increase Service Integration

	State responses								
	Extent action would help state(s) effort to achieve service integration						Other (remaining) responses		
Potential actions regarding simplication:	Very great	Great	Mod-erate	Some	Little/ or no	Sub-total	No N/Aa	Unknown/ missingb	Total responses
Make legislation clearer.	8	5	8	12	8	41	8	-	49
Make legislation less restrictive.	8	7	9	8	9	41	8	-	49
Simplify regulations.	14	7	6	7	7	41	8	-	49
Simplify definitions and terminology.	15	11	6	8	5	45	4	-	49
Simplify eligibility requirements.	15	13	3	5	7	43	6	-	49
Simplify quality control measures.	12	6	2	6	14	40	8	1	49
Simplify administrative requirements (e.g., for program and financial reporting).	12	6	8	9	8	43	6	-	49

[a]No/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.4: State Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding increase funding for:	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Moderate	Some	Little/ or no	Sub-total	Other (remaining) responses: No/ N/Aa	Unknown/ missingb	Total responses
Demonstration projects.	10	11	14	5	6	46	3	-	49
Establishing/maintaining computer system(s).	17	16	10	-	5	48	1	-	49
Administering programs.	14	15	8	5	5	47	2	-	49
Educating/training staff.	13	15	10	4	5	47	2	-	49
Hiring consultants.	5	4	12	13	12	46	2	1	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX III

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.5: State Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding improved coordination:	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Moderate	Some	Little/ or no	Subtotal	Other (remaining) responses: No/ N/Aa	Unknown/ missingb	Total responses
Between departments.	8	8	12	11	5	44	5	-	49
Between agencies.	9	5	15	12	5	46	3	-	49
Between programs.	8	9	14	10	6	47	2	-	49
Within departments.	4	7	13	13	7	44	5	-	49
Within agencies.	5	6	16	11	8	46	3	-	49
Within programs.	5	6	12	13	11	47	2	-	49
Between legislative committees.	8	8	13	6	12	47	2	-	49
Between levels of government.	8	10	16	7	7	48	1	-	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX III

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.6: State Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding enhanced knowledge:	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Moderate	Some	Little/or no	Subtotal	Other (remaining) responses: No/N/A[a]	Unknown/missing[b]	Total responses
About goals of service integration.	8	11	14	9	4	46	3	-	49
About how to achieve service integration.	8	14	14	7	3	46	3	-	49
About cost/benefits of service integration in general.	11	13	13	6	3	46	3	-	49
About cost/benefits of service integration/state political officials—legislative branch.	8	12	15	9	4	48	-	1	49
About cost/benefits of service integration/state political officials—executive branch (e.g., the governor and department heads).	10	12	13	8	5	48	-	1	49
About cost/benefits of service integration/state agency administers.	7	9	12	14	6	48	-	1	49

[a]No/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX III

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.7: Local Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding consolidation of:	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Mod-erate	Some	Little/ or no	Sub-total	Other (remaining) responses: No/ N/Aa	Unknown/ missingb	Total responses
Legislative oversight committees.	1	1	5	2	11	20	29	-	49
Legislation for two or more programs.	1	2	4	2	9	18	31	-	49
Regulations.	2	2	4	2	7	17	31	1	49
Agencies administering programs that provide different kinds of assistance to low-income families (e.g., cash with food assistance).	5	2	4	5	6	22	27	-	49
Programs providing different services to low-income families (e.g., cash with food).	5	5	1	4	8	23	26	-	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.8: Local Actions That May Help States Efforts to Increase Service Integration

	State responses								
	Extent action would help state(s) effort to achieve service integration						Other (remaining) responses		
Potential actions regarding unification	Very great	Great	Mod-erate	Some	Little/ or no	Sub-total	No/ N/Aa	Unknown/ missingb	Total responses
Make definitions and terminology uniform.	6	3	2	3	8	22	27	-	49
Make eligibility requirements uniform.	5	4	2	2	8	21	27	1	49
Make quality control measures uniform.	3	2	3	2	11	21	28	-	49
Make administrative requirements for program and financial reporting uniform.	4	1	4	5	8	22	27	-	49
Adopt a uniform policy establishing predefined goals for service integration.	3	5	5	5	7	25	22	2	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX III

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.9: Local Actions That May Help States Efforts to Increase Service Integration

Potential action regarding simplications	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Mod-erate	Some	Little/ or no	Sub-total	Other (remaining) responses: No/ N/Aa	Unknown/ missingb	Total responses
Make legislation clearer.	1	1	4	3	10	19	30	-	49
Make legislation less restrictive.	3	3	2	2	9	19	30	-	49
Simplify regulations.	3	3	1	4	8	19	30	-	49
Simplify definitions and terminology.	5	1	2	7	7	22	27	-	49
Simplify eligibility requirements.	4	1	4	5	6	20	29	-	49
Simplify quality control measures.	3	2	1	3	9	18	30	1	49
Simplify administrative requirements (e.g., for program and financial reporting).	5	1	3	7	6	22	27	-	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.10: Local Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding increased funding for:	State responses: Extent action would help state(s) effort to achieve service integration: Very great	Great	Mod-erate	Some	Little/ or no	Sub-total	Other (remaining) responses: No N/Aa	Unknown/ missingb	Total responses
Demonstration projects.	6	7	6	5	5	29	20	-	49
Establishing/maintaining computer system(s).	3	8	4	6	7	28	21	-	49
Administering programs.	6	8	4	6	6	30	19	-	49
Educating/training staff.	1	7	8	4	7	27	22	-	49
Hiring consultants.	-	3	4	8	11	26	22	1	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

APPENDIX III

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.11: Local Actions That May Help States Efforts To Increase Service Integration

Potential actions regarding improved coordination:	State responses: Extent action would help state(s) effort to achieve service integration						Other (remaining) responses		
	Very great	Great	Mod-erate	Some	Little/ or no	Sub-total	No/ N/Aa	Unknown/ missingb	Total responses
Between departments.	3	4	6	4	6	23	26	-	49
Between agencies.	5	3	8	6	6	28	21	-	49
Between programs.	4	6	6	4	8	28	21	-	49
Within departments.	3	4	7	6	6	26	23	-	49
Within agencies.	3	3	9	4	9	28	21	-	49
Within programs.	3	4	7	3	9	26	23	-	49
Between legislative committees.	1	2	2	7	12	24	25	-	49
Between levels of government.	4	5	10	4	7	30	19	-	49

aNo/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
bUnknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

STATE QUESTIONNAIRE RESULTS: STATE AND LOCAL ACTIONS

Table III.12: Local Actions That May Help States Efforts to Increase Service Integration

Potential actions regarding enhanced knowledge about:	State responses: Extent action would help state(s) effort to achieve service integration						Other (remaining) responses		
	Very great	Great	Mod-erate	Some	Little/ or no	Total	No/ N/A[a]	Unknown/ missing[b]	Total responses
Goals of service integration.	2	5	8	8	7	30	19	-	49
How to achieve service integration.	4	5	9	5	7	30	19	-	49
Cost/benefits of service integration in general.	4	8	8	3	7	30	19	-	49
Cost/benefits of service integration/local political officials.	4	3	7	7	9	30	18	1	49
Cost/benefits of service integration/local agency administers.	4	6	8	4	8	30	18	1	49
Cost/benefits of service integration/local program supervisors.	2	2	9	8	9	30	18	1	49

[a]No/N/A means the state(s) believed that factor does not exist or the factor is not applicable.
[b]Unknown/missing means the state(s) did not know if the factor exists or the state did not provide an answer.

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